

Office of Performance Improvement

OPI is responsible for the monitoring and oversight of Tribal and Regional Behavioral Health Authorities (T/RBHAs) Quality Management (QM) activities. OPI uses analysis of the behavioral health system's performance, feedback from behavioral health recipients and stakeholders, and evidence based practices to drive performance improvement activities and new initiatives. OPI focuses on the following functions:

- Performance measure tracking and analysis
 - 7 Mandated AHCCCS PMs for children and adults enrolled in the RBHA under General Mental Health (GMH) and Substance Abuse (SA)
 - 2 OPI PMs for Greater Arizona RBHAs and Maricopa County RBHA General Mental Health (GMH) and Substance Abuse (SA)
 - 26 PMs for the Integrated RBHAs
- Monitoring and oversight
 - Annual Administrative Review of all T/RBHAs based upon QM Standards
 - Mid-year Onsite Monitoring and Oversight Review (OMOR)
- Performance Improvement Projects (PIPs)
 - Coordination of Care
 - Re-admission
- ADHS/DBHS Annual Consumer Survey
- Credentialing and Re-credentialing
- Medical Record Reviews
- Co-Chair the QM Committee
- Chair the T/RBHA QM Coordinator's Committee

Information gleaned from trending and analyzing quarterly data assists OPI in providing focused technical assistance (TA) to the T/RBHAs. The purpose of the TA is to provide the T/RBHAs with information necessary for the implementation of proactive rather than reactive interventions; identify areas where additional explanation/education is warranted; identify potential barriers to meeting minimum performance standard (MPS) of the performance measure(s) (PM).

Quarterly PM reports and an Annual QM Evaluation and QM Plan are submitted to the Arizona Health Care Cost Containment System (AHCCCS) and to the Department of Developmental Disabilities (DDD), the regulators for the Arizona Department of Health Services/Department of Behavioral Health Services (ADHS/DBHS).